

## Research Officer

**Department:** Evaluation, Research & Learning (ERL)

**Place of work:** London, UK; Nairobi, Kenya; Accra or Kumasi, Ghana; Lusaka, Zambia  
Dhaka, Bangladesh; Antananarivo, Madagascar or Maputo, Mozambique

**Duration:** Full-time, permanent

**Grade:** 9

**Salary:** According to grade and salary band of the country of employment

**Reports to:** Head of Evaluation, Research and Learning

### About Water & Sanitation for the Urban Poor (WSUP)

Today, around one billion city-dwellers lack access to safe drinking water, a number the UN estimates will nearly double by 2050 as more and more people are moving to cities for work and other opportunities, most of them settling in informal settlements without basic services. Nearly half of the world's population lacks sanitation services that are safely managed. Meanwhile, the changing climate is making water even more precious. Against this backdrop, our work has never been more vital.

WSUP is a not-for-profit company, expert at improving water and sanitation services for low-income, urban communities. We work alongside utilities, regulators, entrepreneurs, and communities to develop and deliver solutions which are affordable for the poor, financially viable for suppliers, and sustainable for the environment.

We were founded in 2005 in the UK, and currently work in seven countries in sub-Saharan Africa and Asia (Kenya, Uganda, Mozambique, Madagascar, Ghana, Zambia, Bangladesh), supported by a global Secretariat. We are a small organisation, but we have a big impact; since inception we have helped over 40 million people with improved water, sanitation, and hygiene services. And we have ambitions to reach many more.

WSUP's innovative approach to creating impact is guided by our values, which are the common fundamental beliefs and principles that inform our approach and work. All our staff are expected to embody these values in their day-to-day work and interactions. To learn more about our values, please see [www.wsup.com/about/work-with-us/](http://www.wsup.com/about/work-with-us/).

For more information about WSUP's vision and approach, see [www.wsup.com](http://www.wsup.com).

## About the role

This is an exciting opportunity to contribute to WSUP's global impact, as a key member of the Evaluation, Research and Learning (ERL) team. WSUP works at the interface of research and practice and research is a key strategic area within WSUP's Theory of Change. Since its inception, WSUP has been committed to evidence-based programming, and to sharing the learning from its programmes with the wider sector, to achieve outsized regional and global impact.

Led by the Evaluation, Research & Learning (ERL) team, WSUP engages with research in the following key ways: documenting the learning from WSUP programme implementation, through wide-ranging technical publications; commissioning research, to respond to the evidence needs of WSUP country teams and local institutional partners; delivering research projects, for institutional clients and wider partners; and by acting as implementation partner in action research. This role has been created to help strengthen WSUP's research capacity across these key areas.

## Application deadline

27<sup>th</sup> May 2024

## Interviews

Planned for week commencing 3<sup>rd</sup> June

The full job description can be found below.

To apply for this position, go to <https://www.wsup.com/vacancies/> to upload your resume and cover letter.

All offers of employment will be subject to satisfactory references and appropriate screening checks, which can include criminal records and terrorism finance checks. WSUP also participates in the Inter Agency Misconduct Disclosure Scheme.

The core of the scheme is that participating organisations will share information in the recruitment process about safeguarding-related misconduct (i.e. sexual exploitation, sexual abuse or sexual harassment) that a candidate has been found to have committed. This information will be shared in the form of a "Statement of Conduct". For more information on the Scheme, please click on the following link: [www.misconduct-disclosure-scheme.org](http://www.misconduct-disclosure-scheme.org).

In line with this Scheme, we will request information from job applicants' previous employers about any findings of sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents under investigation when the applicant left employment. We will request information from all of your employers from the last 5 years. By submitting an application, the job applicant confirms their understanding of these recruitment procedures

## **Job description**

### **Overall purpose**

Working closely with WSUP Head of Evaluation, Research & Learning (HERL) and the MERL Manager, the post holder will be expected to drive forward technical publications connected to WSUP's work; manage research projects; and deliver research consultancy.

The role additionally requires sustained close liaison with country programme teams, with units in WSUP's Global Secretariat — notably Global Programmes, Partnerships & Communications (P&C) and Innovation & Consumer Needs (ICON) — and with WSUP Advisory.

### **Main responsibilities & tasks**

#### **1. Plan, research, write, edit and coordinate technical publications about diverse aspects of urban WASH**

- Work with HERL to conceive, research and write technical publications on diverse aspects of urban WASH, utilising conceptual models where appropriate
- Liaise with WSUP colleagues and external authors to promote and support their direct involvement in publications, editing their work to publication quality where required
- Liaise with Communications team and external designers to coordinate design, layout and printing of research publications
- Oversee organisation-wide implementation of WSUP's quality assurance procedures for published documents
- Support the strategic development of WSUP's publications portfolio

#### **2. Manage research projects and contribute to in-house research delivery**

- Contribute to research studies delivered by WSUP for institutional clients and wider partners, as a core member of WSUP's in-house research team
- Contribute to proposals for research funding; provide research inputs to WSUP and WSUP Advisory proposals
- Manage research projects, including procurement processes, task management, quality assurance and editing for publication of research commissioned by WSUP
- Provide training and targeted support to WSUP colleagues, to support their engagement in research and build internal research capacity

### **3. Support research uptake and research-into-policy**

- Primary liaison with Communications and Programmes colleagues to ensure ongoing and effective in-country and global dissemination of WSUP-branded publications and WSUP research
- Primary liaison with Communications to provide blogs and wider content for the Expert section WSUP's website
- Liaison with Communications, Fundraising, Programmes and the Regional Policy and Regulatory Lead in the development of tools, plans and strategies to ensure research projects contribute to sector influence and policy change
- Liaison with Programmes to ensure research findings inform future programme quality and development
- Active participation in research networks and sector forums to broker new partnerships, disseminate research results and further WSUP's sector influence goals

### **4. Contribute to planning and delivery of WSUP participation in major sector conferences and internal/external learning events**

- Support the planning and delivery of internal and externally targeted learning webinars and peer-to-peer learning events
- Support HERL, Communications and Programmes teams in developing outputs for sector conferences and workshops
- Analyse, synthesise and present learning from WSUP programme activities and research findings to diverse audiences
- Represent WSUP externally as required, for example through presentations to conferences on research findings

### **5. Support the ERL team as required across its portfolio of activities**

- Responding to queries from other teams in the organisation (Global Programmes and in-country teams, Fundraising, Communications, Advisory)
- Ad hoc management-level support (for example invoice tracking and processing, budgeting, events organisation, input to funder reports, response to online queries, and other forms of administration as required)

## Person specification

Evidence that applicants meet the essential criteria will be assessed by the following methods: Application (A) Interview (I), Test (T), as indicated below.

### Essential

<b>Qualifications and experience</b>	<ul style="list-style-type: none"> <li>– Master’s-level qualification in a broadly related area or discipline (e.g. social sciences, public health, engineering) [A]</li> <li>– Experience with qualitative data collection and analysis, including Key Informant Interviews (KIIs)</li> <li>– Track record in delivering projects successfully to tight deadlines [A,I]</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>– Good understanding of urban water and sanitation, including technologies, service delivery models, policy, institutions, regulation and financing [A,I] <i>[Applicants are not expected to be expert in urban WASH, but will be expected to demonstrate understanding of key concepts]</i></li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>– Very strong technical writing skills: the successful applicant will demonstrate an ability to express complex ideas with clear logic, reader-friendly structure, and attractive impactful wording. <i>[This is a key skill, and will be tested in the interview process]</i> [A,I,T]</li> <li>– Proficient in developing presentations using MS Powerpoint (I, T)</li> <li>– Strong verbal communication, presentation and facilitation skills (I)</li> <li>– Strong analytical skills, including the ability to synthesise complex information and convey key messages clearly and concisely (A, I, T)</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>– Self-motivated with ability to drive own work forward (I)</li> <li>– Ability to work under pressure and meet deadlines (I)</li> <li>– Keen interest in international development issues (I)</li> <li>– Commitment to the WSUP vision and values, specifically including willingness to engage with complexity; willingness to seek different perspectives; and capacity for self-reflection (I)</li> <li>– Willing to travel if required (around 4 X 1-week trips per year) to WSUP country programmes and / or conferences and sector events</li> </ul>

### Desirable

<b>Qualifications, experience,</b>	<ul style="list-style-type: none"> <li>– Some professional experience in roles involving analysis of qualitative and quantitative data</li> <li>– Track record of contributing to published journal articles</li> </ul>
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<p><b>knowledge, skills</b></p>	<ul style="list-style-type: none"> <li>– Experience and understanding of research approaches, concepts, tools and methodologies across the wide range of disciplines relevant to WSUP’s research (including but not limited to public health and epidemiology, quantitative social/behavioural sciences, empirical economics, qualitative social and organisational studies, policy studies, environmental sciences, engineering sciences, hydrogeology). [<i>This is listed as desirable not essential, since most early-career professionals will not have such wide-ranging understanding; however, the successful applicant will show strong capacity to understand very different research paradigms, and strong curiosity to learn more.</i>] [A,I]</li> <li>– Experience of delivering or contributing to multi-country research projects and proposals</li> <li>– Demonstrated advanced knowledge in any one of the following thematic areas related to WSUP’s work: business modelling, utility strengthening, policy, regulation, financing, behaviour change, water security, WASH and climate change, WASH and urban development</li> <li>– Experience working in Africa or Asia or with teams based there</li> <li>– Understanding of tools and platforms available for data visualisation (I)</li> <li>– Strong quantitative/numeracy skills [A,I]</li> <li>– Advanced in MS Excel (I)</li> <li>– Proficient in wider quantitative analysis software (e.g. STATA)</li> <li>– Advanced in qualitative data analysis software (e.g. NVIVO)</li> <li>– Knowledge of core statistical concepts (I)</li> <li>– French or Portuguese (reading comprehension, ideally verbal skills) would be an advantage (A)</li> </ul>
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